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Services

PRIME KNIGHT



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This instruction implements the Air Mobility Command policy regarding support provided to all transient aircrews entering crew rest at locations with AMC command and control. It applies to all Air Mobility Command Units (and their detachments or operating locations) and should be used in concert with AFI 34-246, *Air Force Lodging Program*, and AMCI 10-202 Volume 2, *AMC Command and Control Responsibilities and Procedures*.

1. Purpose.

1.1. This instruction implements and provides specific guidance on the implementation of the AMC Prime Knight program. This instruction does not take precedence over AFI 34-246 and, if a discrepancy arises, refer to the Air Force instruction.

2. Overview. Prime Knight is an all-encompassing activity for all AMC units and is intended to maximize the mission readiness and effectiveness of any transient aircrew. The ultimate goal of this program is to provide transient aircrews with a service that will allow them to proceed directly from the aircraft to crew rest quarters, provide support during crew rest period, and provide movement from crew rest quarters to pre-mission activities without unnecessary stops or disruption. The consolidated efforts of aircrews and many unit service organizations are required to make this program a success. The organizations included in this important activity are by no means limited to Command Post/Air Mobility Control Center (AMCC), Base Operations, Transportation, Lodging, Food Services, and Host Base Support.

2.1. Prime Knight is a mandatory service provided to all transient aircrews at AMC CONUS installations. At AMC En-Route locations, Prime Knight is a mandatory service for all AMC aircrews, AMC Gained AFRC and ANG aircrews, and other aircrews operating under AMC Command and Control. The installation commander's involvement and attention are essential to a successful program guaranteeing transient aircrews the highest quality support available. The Air Mobility Squadron (AMS) at

En Route locations, and Tenant Group (TG) Commander's involvement and interface with host Commander are vital to quality aircrew support. To expedite direct entry into crew rest and the performance of pre-mission duties, all AMC aircrews will participate in the arrival and departure segments of the transiting installation's Prime Knight program.

2.2. The Installation, TG, or AMS Commander will appoint a Prime Knight Program Manager to oversee the program and ensure all plans and policies are in place to provide transient aircrews necessary services. (It is recommended that the Prime Knight Manager not be the vehicle operations chief, lodging manager, or food service manager. Rather the individual should be selected from an organization that will have visibility into all aspects of the Prime Knight Program). The Installation, TG, or AMS Commander will also establish a 24-hour Aircrew Coordination Function, reporting directly to the Installation Prime Knight Manager. The Aircrew Coordinator will serve as the single point of contact present and accountable for ensuring installation C2, Transportation, Lodging, and Food Service agencies are prepared to provide support when each aircrew arrives and throughout the post flight, crew rest, and pre-departure periods of stay on the installation.

3. Responsibilities.

3.1. Installation Commander Responsibilities:

- 3.1.1. Implement Air Force Instruction 34-246 and AMC Prime Knight program as described in this Instruction.
- 3.1.2. Appoint Prime Knight Manager.
- 3.1.3. Approve all unit Prime Knight support plans, policies, processes, and procedures.
- 3.1.4. Provide the appropriated resources/funds necessary to implement an effective Prime Knight Program.

3.2. TG or AMS Commander Responsibilities:

- 3.2.1. Implement AMC Prime Knight Program as described in this Instruction or advocate for host base support consistent with the requirements of this instruction.
- 3.2.2. Appoint Unit Prime Knight Manager
- 3.2.3. Approve all unit Prime Knight support plans, policies, processes and procedures.
- 3.2.4. Provide the appropriate resources/funds necessary to implement an effective AMC Prime Knight Program.

3.3. Prime Knight Manager Responsibilities (The individual empowered to execute the Prime Knight program for the Installation/TG or AMS Commander.):

- 3.3.1. Develop and maintain a supplement to this instruction outlining how the AMC Installation, TG, or AMS will develop and execute its Prime Knight Program (a copy of this supplement will be maintained on file at HQ AMC/SVX).
- 3.3.2. Develop/coordinate base handling and support plans and policies to provide all transient aircrews with timely transportation, lodging, and access to hot meals. The intent of Prime Knight is to expedite transient aircrews into crew rest by providing services that allow them to proceed directly from the aircraft to crew rest quarters with no intervening stops (except to store weapons or to accommodate crew requests), provide support during crew rest period, and provide services

that enable them to proceed from crew rest quarters to the aircraft to begin preflight duties with only one intervening stop per crew position.

3.3.3. Ensure a responsible person meets each aircraft. This individual with the appropriate security clearance will as a minimum provide the aircraft commander with transportation, lodging keys or hotel assignment, packaging material for handling classified information (if needed), current mission cut, and a base information packet. The individual will also receipt and collect all classified material for storage during the crews' stay. Installations may set policy, during periods of aircraft over-saturation, which allow crews to pick-up the information packet and keys at a designated location (i.e. command post, base ops) or set a procedure that enables the transient aircrew to go to a single point of contact to receive all necessary items expediting aircrews into crew rest. These periods of over-saturation should be infrequent, and Commanders will not establish policies that require aircrews to routinely pick-up necessary items at a designated location or point of contact.

3.3.4. Ensure the base information packet contains the following minimum items: Base map, information on meals (locations on and off base, operating hours, in-flight menu), lodging and transportation phone numbers, mission support information, and Prime Knight critique form.

3.3.5. Establish a central location where critiques can be deposited. Ensure Prime Knight critiques are collected and metrics tracked on unit performance (refer to section 4.3 for additional guidance on processing this data). Ensure that all aircraft commander requests for a direct response are completed no later than 10 working days after receipt.

3.4. Aircrew Coordinator Function Responsibilities (The Aircrew Coordinator is the direct agent for the Prime Knight Manager working as the single point of contact on-scene and accountable for ensuring services agencies have all resources ready to provide support during each aircrew's stay at the location.). At a minimum, the Aircrew Coordinator will ensure:

3.4.1. Crew rest accommodations (on or off base) have been reserved by installation lodging function and room keys, contracts, hotel assignment, or reservation numbers are provided to the aircrew upon block-in.

3.4.2. Transportation has been secured for aircrew movement from the aircraft to crew rest accommodations upon arrival and from crew rest accommodations to the aircraft to begin the departure sequence.

3.4.3. Access to base dining facility (or other approved meal plan location if base dining facility is closed) is arranged for outbound food service, if requested by the aircrew.

3.4.4. A responsible individual meets the aircraft within 10 minutes of either block in or the time requested by the aircraft commander with items identified in paragraph 3.3.3. (Aircrew Coordinator may be the individual that meets the aircraft.)

3.4.5. Prompt resolution (with the assistance of the Installation/Unit Prime Knight Manager) of C2, transportation, lodging, or food service problems during the aircrew's stay at the location.

3.4.6. Aircrew orders are faxed to and received by the next crew rest location C2 facility no later than 30 minutes after mission departure.

3.4.7. Confirm receipt of orders for inbound aircrews requiring Prime Knight service no later than 30 minutes after the departure time from the location beginning the crew's duty day. Monitor the mission's estimated arrival time and adjust supporting Prime Knight service as required.

3.5. Lodging Manager Responsibilities. (At USAF bases, establish procedures and processes with the Prime Knight Manager to execute the following; at non-USAF bases, the Prime Knight Manager will work with the local Lodging Manager or commercial lodging establishments to achieve to the extent possible the following):

3.5.1. Provide reservation capability 24 hours a day, 7 days a week.

3.5.2. Pre-register the aircrew if providing on-base lodging. In addition, the Lodging Manager will block or assign rooms, and assemble the keys in the information packet prior to the aircrew's arrival. (On base lodging will be used to the maximum extent possible to maximize mission execution and limit demand on support activities.)

3.5.3. Make reservations and assemble the necessary documentation if the aircrew is staying off base (contract quarters or non-availability lodging). Ensure that contracts are available to the crew at block in, or at lodging location at check in.

3.5.4. Establish an express checkout system for aircrews staying in on-base quarters.

3.5.5. Assign each aircrew member a single room (exceptions may be made during contingencies). An aircrew member is anyone on the flight crew orders.

3.5.5.1. Ensure rooms will be available for immediate occupancy upon crew arrival.

3.5.5.2. Ensure rooms are clean and comfortable to be conducive to crew rest.

3.5.6. Maintain crew integrity by ensuring all members of the same crew are housed either on or off base together. If a crew has to be divided into multiple buildings on base, ensure rooms are conveniently located such that no more than two stops will be required to pick up all crew members. During contingency operations refer to AFI 34-246.

3.5.7. Ensure gender is considered when assigning lodging to aircrews.

3.6. Food Service Responsibilities. (Establish procedures and processes with the Prime Knight Manager to execute the following):

3.6.1. Provide aircrews with 24-hour food service availability. (locations and times)

3.6.2. Provide program manager with a menu from the in-flight kitchen, operating hours, and cost of meals, to be included in the information packet.

3.6.3. Respond to aircrew request for meals.

3.6.4. Develop aircrew 24-hour dining plan (locations and times) that will allow aircrew access to a hot meal at arrival and departure. Off-base dining facilities included in this plan should be no more than 20 minutes travel time from the installation gate to dining facility.

NOTE: A hot meal is defined as a breakfast, lunch, or dinner style serving at an establishment that allows for a choice of menu selections. The intent is to provide aircrews an opportunity to have a variety of wholesome meals that can be prepared to order at establishments where aircrews may sit down and dine in a comfortable environment. Base Dining Facilities, unlike fast food facilities, fulfill the intent and requirements for hot meals.

3.6.4.1. Coordinate dining locations with base transportation.

3.7. Transportation Responsibilities. (Establish procedures and processes with the Prime Knight Manager to execute the following):

3.7.1. Meet the aircraft within 10 minutes of time requested by the aircrew coordinator or aircrew. If over-saturation limits this ability, notify the aircrew coordinator and respond as soon as possible, or arrange for alternate means of transportation.

3.7.2. Provide transportation to on base aircrew members during crew rest as needed to ensure mission and support requirements are met (i.e. transportation to Base Operations, C2 facility, Base Exchange, Dining Facility, Fitness Center, etc.) Transportation will attempt to pick-up aircrews at requested time workload-permitting IAW published transportation priorities. In addition, base shuttle bus service fulfills this requirement.

3.7.3. Respond to the aircrew's request for departure transportation within 10 minutes of established pick-up time and at established location. If over-saturation limits this ability, notify the aircrew and respond as soon as possible, or arrange for alternate means of transportation.

3.7.4. If the only food service available at the time immediately after the aircrew's arrival or before departure is located off base, provide transportation to and from dining establishment as described in the dining plan. If multiple establishments meet the criteria outlined in the dining plan, aircrews will be given the opportunity to choose a single establishment, from the plan, where they wish to dine.

3.8. Base Operations/Command and Control Agency Responsibilities. (At AMC bases, establish procedures and processes with the Prime Knight Manager to execute the following; at non-AMC bases, Prime Knight Manager will work with the local Base Ops or C2 Agency to achieve the following):

3.8.1. Track all inbound/outbound aircraft under Installation's command and control. (Command and Control Agency)

3.8.2. Notify all necessary Prime Knight agencies of inbound aircraft IAW the unit's Prime Knight plan and procedures. If there is a change in aircraft arrival timing, notify all agencies as soon as possible. (Command and Control Agency)

3.8.3. If applicable, establish procedures to properly sign for and store classified material for aircrews (Base Operations or Command and Control Agency)

3.9. Aircraft Commander Responsibilities. (Aircraft Commanders will ensure the following actions are accomplished):

3.9.1. When departing an installation without an AMC C2 agency, fax crew orders-including any additional crew member (ACM), "deadhead" crew member, mobility mission observer (MMO), or mission essential ground personnel (MEGP)-to next destination Prime Knight Manager or Command Post/AMCC prior to aircraft departing or as soon as practical after departure. If fax is not available, use any other means (telephone, message, HF radio) to pass information. **NOTE:** When departing home station or an installation with AMC C2 agency, AMC CPs/AMCCs will ensure current aircrew orders (including ACMs, deadhead crews, MMOs, and MEGPs) are transmitted to the next crew rest station's C2 facility NLT 30 minutes after the mission departs IAW AMCI 10-202V2. For CONUS to CONUS missions, the next crew rest station C2 facility will be notified 24 hours in advance or upon earliest confirmation of aircrew destination.

- 3.9.1.1. Provide destination Prime Knight Manager or Command Post/AMCC the number of crew members by rank (i.e., 5 officers, 3 enlisted), gender of crew members by exception, estimated time of arrival (ETA), and call sign/tail number. **NOTE:** Include information for ACMs, deadhead crews, MMOs, and MEGPs when applicable.
- 3.9.1.2. Provide the mission fund site number from the aircrew's orders or the Centrally Billed account number for the purpose of reserving rooms required for the aircrew.
- 3.9.2. Upon arrival, provide a copy of the aircrew orders listing each crewmember to the Prime Knight Representative or Command Post/AMCC.
- 3.9.3. If mission changes occur, i.e., weather diverts, cancellations, reroutes, etc., notify new and originally planned destinations as soon as possible to make or cancel reservations as applicable. This will help ensure Prime Knight support at new destination and/or preclude "no show" and guaranteed hold charges being assessed at originally planned destination. AMC C2 agency will assist, if requested.
- 3.9.4. Use on base lodging to the maximum extent possible to maximize mission execution.
- 3.9.5. Appropriately package any COMSEC material in a manner permitting it to be handled as classified only before turning it over to a responsible Prime Knight representative.
- 3.9.6. Complete and submit the Prime Knight critique in accordance with local procedures prior to mission departure.
- 3.10. Additional Information:
 - 3.10.1. TGs and AMSs will develop host/tenant agreements at each installation sufficient to ensure the Prime Knight Program described in this instruction is implemented. The TG or AMS will coordinate all services.
 - 3.10.2. If any of the requirements in this instruction can not be met, waivers should be submitted to the appropriate NAF for approval. Final waiver authority lies with the appropriate NAF Commander.

4. Prime Knight Critique.

- 4.1. Critique Provision. A Prime Knight critique must be made available to each aircrew. The critique may be in the form of a paper questionnaire or one developed and provided electronically. If a paper version is used, the Aircrew Coordinator will fill in critique information addressing the TDY base, mission number, Aircraft Commander's name/rank, and home unit and ensure the critique is presented to the aircrew when the mission is met upon arrival. If an electronic version is used, it must be conveniently accessible to the Aircraft Commander during the outbound launch sequence.
- 4.2. Critique Questions. The Prime Knight critique must address the questions itemized below. Additional survey questions may be included, with the approval of the appropriate NAF commander, as long as the entire evaluation process only requires a few minutes to complete (2-3 minutes maximum). Aircraft Commanders may take additional time to provide remarks, which are highly encouraged.
 - 4.2.1. Were you met at your aircraft by a Prime Knight representative and given an information package and your crew's lodging keys or documentation?

- 4.2.2. Was the information package complete and accurate (i.e., did it include local maps, essential telephone numbers, your meal options, the current mission cut, etc.)?
- 4.2.3. Was adequate transportation present within 10 minutes of when your crew was ready to depart the aircraft for your crew rest location?
- 4.2.4. Was your crew moved directly from your aircraft to your crew rest location (with the exception of a stop for weapons storage, if needed, or stops requested by the crew)?
- 4.2.5. If desired, did you have access to a hot meal prior to entering crew rest?
- 4.2.6. Were your lodging accommodations clean, comfortable and ready for immediate occupancy upon arrival?
- 4.2.7. Did you receive adequate transportation support during your stay (considering transportation regulation priorities)?
- 4.2.8. Was adequate transportation present at the designated place(s) and within 10 minutes of the designated pickup time to begin your crew's pre-mission activities?
- 4.2.9. If desired, did you have access to a hot meal prior to mission departure?
- 4.2.10. Was your crew able to complete their pre-mission activities with no more than one stop per crew position?

4.3. Critique Processing. If a response to the critique is requested by the Aircraft Commander, the Prime Knight Manager will act IAW paragraph 3.3.5. and will also forward an "info" copy of the response to the appropriate NAF/DO. Prime Knight Managers will ensure that the original critique forms/electronic files are retained at the unit for at least a year and 1 month. Prime Knight Managers are responsible for ensuring a summary of the month's critique data is forwarded to their appropriate NAF/DO no later than the tenth day of the following month. Each NAF/DO, in turn, is responsible for ensuring a summary of the 10 questions addressed in paragraph 4.2., above, is provided to HQ AMC/SV in a yes/no format by the twenty fifth day of the month.

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